

WHAT IS CLAIMED IS:

1. A POS terminal maintenance server which maintains a POS terminal comprising:

5 a first storage section configured to store a schedule of a manager of a store in which the POS terminal is operated;

a second storage section configured to store a schedule of a maintenance operator who is in charge of maintenance of the POS terminal;

10 a determining section configured to determine whether or not replacement of respective parts of the POS terminal is necessary based on actual operation data of the respective parts of the POS terminal;

15 a deciding section configured to decide a part-replacement operation date by collating the schedule of the store manager stored in said first storage section and the schedule of the maintenance operator stored in said second storage section with each other if said determining section determines that replacement of at least one part of the POS terminal is necessary; and

20 a notifying section configured to give notification about the part-replacement operation date decided by said deciding section.

25 2. The server according to claim 1, further comprising a schedule updating section configured to update the schedule of the maintenance operator stored in said second storage section when said notifying

section gives notification about the part-replacement operation date.

3. The server according to claim 1, wherein said deciding section derives part-replacement operation possible days based on the schedule of the manager in the store in which the POS terminal requiring replacement of a part is operated, derives part-replacement operation possible days based on the schedule of the maintenance operator who is in charge of maintenance of the POS terminal, and decides the earliest one of the replacement operation possible days which is common to both the manager and maintenance operator as a part-replacement operation date.

4. The server according to claim 3, wherein said deciding section derives part-replacement operation possible days for respective maintenance operators if a plurality of maintenance operators who are in charge of maintenance of the POS terminal requiring replacement of a part are present and decides the earliest one of the replacement operation possible days which is common to both the store manager and at least one of the maintenance operators as a part-replacement operation date.

5. A POS terminal maintenance server which maintains a POS terminal comprising:

a first storage section configured to store a schedule of a manager of a store in which the POS

09998064-13001

terminal is operated;

a second storage section configured to store a schedule of a maintenance operator who is in charge of maintenance of the POS terminal;

5 a determining section configured to determine whether or not replacement of respective parts of the POS terminal is necessary based on actual operation data of the respective parts in the POS terminal;

10 a calculating section configured to calculate maintenance operation time based on the time required for replacement of the part and time required for the maintenance operator to move to the store in which the POS terminal is operated when said determining section determines that replacement of the part of the POS
15 terminal is necessary;

20 a deciding section configured to derive vacant time zones which are longer than the maintenance operation time based on the schedule of the store manager stored in said first storage section and derive vacant time zones which are longer than the maintenance operation time based on the schedule of the maintenance operator stored in said second storage section when
25 said calculating section calculates the maintenance operation time and decides the earliest one of the vacant time zones which is common to both the store manager and maintenance operator as a part-replacement operation time zone; and

09595064-43004

a notifying section configured to give notification about the part-replacement operation time zone decided by said deciding section.

5 6. The server according to claim 5, further comprising a schedule updating section configured to update the schedule of the maintenance operator stored in said second storage section when said notifying section gives notification about the part-replacement operation time zone.

10 7. The server according to claim 5, wherein said deciding section derives part-replacement operation possible time zones for respective maintenance operators if a plurality of maintenance operators who are in charge of maintenance of the POS terminal
15 requiring replacement of a part are present and decides the earliest one of the replacement operation possible time zones which is common to both the store manager and at least one of the maintenance operators as a part-replacement operation time zone.

20 8. A POS terminal maintenance server which maintains a POS terminal comprising:

first storage means for storing a schedule of a manager of a store in which the POS terminal is operated;

25 second storage means for storing a schedule of a maintenance operator who is in charge of maintenance of the POS terminal;

means for determining whether or not replacement of respective parts of the POS terminal is necessary based on actual operation data of the respective parts in the POS terminal;

5 means for deciding a part-replacement operation date by collating the schedule of the store manager stored in said first storage means and the schedule of the maintenance operator stored in said second storage means with each other if said determining means
10 determines that replacement of at least one of the parts of the POS terminal is necessary; and

notifying means for giving notification about the part-replacement operation date decided by said deciding means.

15 9. The server according to claim 8, further comprising means for updating the schedule of the maintenance operator stored in said second storage means when said notifying means gives notification about the part-replacement operation date.

20 10. The server according to claim 8, wherein said deciding means derives part-replacement operation possible days based on the schedule of the manager in the store in which the POS terminal requiring replacement of a part is operated, derives part-
25 replacement operation possible days based on the schedule of the maintenance operator who is in charge of maintenance of the POS terminal, and decides the

earliest one of the replacement operation possible days which is common to both the manager and maintenance operator as a part-replacement operation date.

11. The server according to claim 10, wherein said
5 deciding means derives part-replacement operation possible days for respective maintenance operators if a plurality of maintenance operators who are in charge of maintenance of the POS terminal requiring replacement of a part are present and decides the earliest one of
10 the replacement operation possible days which is common to both the store manager and at least one of the maintenance operators as a part-replacement operation date.

12. A remote maintenance system for POS terminals
15 comprising:

a server provided in a maintenance center which performs maintenance of the POS terminals; and

store computers connected to said server via a network and provided in stores in which the POS
20 terminals are operated;

each of said store computers comprising:

a data accumulating section configured to accumulate actual operation data of each of parts constituting the POS terminal; and

25 a store manager schedule storage section configured to store a schedule of a manager of the store; and

said server comprising:

a data receiving section configured to receive actual operation data of the respective parts of each POS terminal stored in said data accumulating section of said store computer and the schedule of each store manager stored in said store manager schedule storage section via the network;

a maintenance operator schedule storage section configured to store a schedule of a maintenance operator who is in charge of maintenance of the POS terminal;

a determining section configured to determine whether replacement of at least one of the parts of each POS terminal is necessary or not based on the actual operation data of the respective parts of the POS terminal received by said data receiving section;

a deciding section configured to collate the schedule of the store manager received by said data receiving section and the schedule of the maintenance operator stored in said maintenance operator schedule storage section with each other if said determining section determines that replacement of the part of the POS terminal is necessary and decide a part-replacement operation date; and

a notifying section configured to give information about the part-replacement operation date decided by said deciding section to a corresponding one of the

stores via the network.

13. The remote maintenance system according to
claim 12, wherein said server further comprises a
schedule updating section which is configured to update
5 the schedule of the maintenance operator stored in said
maintenance operator schedule storage section when said
notifying section gives notification about the part-
replacement operation date.

14. The remote maintenance system according to
10 claim 12, wherein said deciding section derives part-
replacement operation possible days based on the
schedule of the manager in the store in which the POS
terminal requiring replacement of a part is operated,
derives part-replacement operation possible days based
15 on the schedule of the maintenance operator who is in
charge of maintenance of the POS terminal, and decides
the earliest one of the replacement operation possible
days which is common to both the manager and
maintenance operator as a part-replacement operation
20 date.

15. The remote maintenance system according to
claim 14, wherein said deciding section derives part-
replacement operation possible days for respective
maintenance operators if a plurality of maintenance
25 operators who are in charge of maintenance of the POS
terminal requiring replacement of a part are present
and decides the earliest one of the replacement

operation possible days which is common to both the store manager and at least one of the maintenance operators as a part-replacement operation date.

16. The remote maintenance system according to claim 12, wherein said notifying section gives notification about the part-replacement operation date to the store in which the POS terminal requiring the replacement of the part is operated by use of an electronic mail utilizing the Internet.

17. The remote maintenance system according to claim 16, wherein said notifying section gives notification about at least one of the name of the part to be replaced and the name of the maintenance operator who will replace the part together with the part-replacement operation date.